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July 1, 2005

Via Hand Delivery

Ms. Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, SW
Washington, D.C. 20554

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Federal Communications Commission
Office of Secretary

Re: CG Docket 03-123 – Telecommunications Relay Services and
Speech-to-Speech for Individuals with Hearing and Speech
Disabilities - SBC Submission of TRS Complaint Logs for Reporting
Period June 1, 2004 through May 31, 2005

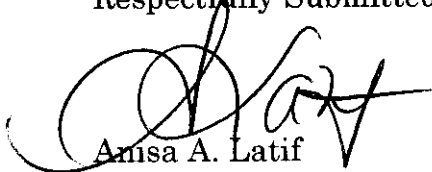
Dear Ms. Dortch:

Pursuant to 47 C.F.R. §64.404(c)(1) of the Commission's Mandatory Minimum Standards for TRS Providers, SBC submits its TRS Complaint Logs for SBC's Michigan and Kansas relay centers.

Per the Commission's June 16, 2005 Public Notice (DA 05-1681), SBC hereby submits an original and four (4) copies of each filing in addition to an electronic disk copy. Additionally, a courtesy copy has been provided to Dana Jackson of the Commission's Consumer and Governmental Affairs Bureau Disabilities Rights Office.

Should you have any questions, please feel free to contact me on 202-326-8905.

Respectfully Submitted,



Anisa A. Latif

Enclosures

cc: Dana Jackson

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TRS Complaint Log
Prepared by SBC for the Michigan Relay Center (MRC)

Reporting Period
June 1, 2004 - May 31, 2005

Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
6/1/2004	The customer stated she could not get through Relay. She stated it has been a problem for two months. She was concerned about Emergency calls, and whether she would be able to get through to Relay. She made a final attempt before calling the Supervisor line. She could not get through.	6/30/2004	The supervisor apologized for the inconvenience and explained that at the time, MRC was extremely busy with 3-4 calls on hold. Management attempted to contact the customer to obtain further information to investigate and resolve the issue. The customer did not respond to calls or emails.
6/23/2004	The customer stated the CA refused to let her know how the "called-to" customer sounded after the call concluded.	6/23/2004	Management apologized and explained that it is mandated for the CA to remain in role. The CA is not permitted to comment about the call after it has concluded. The CA was informed of the complaint and reminded to remain in role at all times. Also, explained to the customer that the CA will type pertinent call information in parentheses during the call.
6/24/2004	The customer stated that she did not receive the appropriate prompt from the CA at the beginning of her VCO call. The customer stated the CA was rude and unclear. The customer asked the CA if she was experiencing computer trouble. Customer said the CA responded by stating, "MRC computer trouble SKSK." Then the call was disconnected.	6/24/2004	The Supervisor apologized to the customer. The CA was notified of the complaint and explained that she had experienced computer trouble. The Supervisor reviewed with the CA the proper procedure for reporting such trouble to minimize disruption to customer service in the future.
6/26/2004	The customer stated that she received a relay call from a Deaf individual. The CA she had was very rude and screamed and yelled at her while she was relaying the call. The customer asked the CA for her number but the CA ignored her. The customer stated this CA was the rudest CA she ever experienced.	6/26/2004	The Supervisor apologized to the customer for this experience. She also encouraged the customer to call the individual she received the call from to see if she remembers the CA's number. Management left two messages with the customer in an attempt to receive the CA number. The customer never returned management's calls. Unsure if the customer was satisfied.

TRS Complaint Log
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Reporting Period
June 1, 2004 - May 31, 2005

Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
7/1/2004	The customer was upset because the CA refused to let her know how the person sounded during her call. She addressed the CA by using parentheses and asking the CA if the person was being rude. The CA read exactly what the customer typed. This upset the customer.	7/1/2004	The Supervisor apologized to the customer and explained that the CA must remain in role at all times. The CA is not permitted to comment during or after the call. Explained that the CA will include obvious emotions in parentheses during the call if they are identifiable.
7/8/2004	The customer was very frustrated because businesses refused to take his Relay calls. The customer wanted the CA to force the businesses to accept his calls and to explain that it was unlawful for them to not accept his calls.	7/8/2004	The Supervisor explained that the CA must stay in role at all times. The CA is only permitted to relay the content of the call. The Supervisor also explained there is no way for the CA to force the business to accept Relay calls. Apologized to the customer for his frustration.
8/5/2004	The customer stated that the CA hung up on him after he gave the CA the number to dial. He stated that the CA told him the line was busy then hung up on him.	8/5/2004	The Supervisor spoke with the CA. According to the CA, the line was busy when placing the call. She waited for the customer to respond. After not receiving a response she typed, "I can hold for 30 seconds". After waiting a bit longer the CA typed, "Thanks SKSK". Again the CA waited before disconnecting. According to the CA, the customer began to use profanity toward her and the CA disconnected the call. The Supervisor reviewed that the CA needs to provide the customer with a warning before disconnecting the customer for abusive language. The CA indicated that she understood the correct procedure. The Supervisor apologized to the customer for the service he received.

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8/20/2004	The customer received a VCO call from her father. After the call was announced she heard TTY tones and informed the CA. The CA was rude and responded sarcastically. After the call was complete the customer asked the CA for her number. The CA hung up on her. The customer was surprised by the CA's behavior. She has used the MRC for many years and never experienced this behavior before from a CA.	8/20/2004	Management called the customer back and apologized for this experience. Management explained that such behavior is not tolerated and apologized that the CA did not follow the process of providing their CA number. An apology card was sent to the customer and management asked that she contact the office with any concerns in the future.
8/24/2004	The customer stated the CA hung up on him during a call with a tech support center.	8/26/2004	Management contacted the customer after discussing the complaint with the CA. Management explained to the customer that, per the CA, the Tech Support person terminated the call after being placed on hold by the TTY customer. The CA typed to the TTY customer that the Tech Support person had disconnected. As a result the TTY customer disconnected as well. The customer understood and was satisfied with the investigation.
9/24/2004	The customer stated the CA was a lousy typist. She made many mistakes on her call.	9/24/2004	The Supervisor apologized to the customer and sent an apology card. The CA was informed of the complaint and asked to take more care in her typing.
9/25/2004	Then customer was upset that he had to redial relay after the CA picked up and hung up on him. He did not have a CA number.	9/25/2004	The Supervisor apologized to the customer for his inconvenience. She encouraged the customer to do their best to track the CA's number in the future as it will assist us in investigating the complaint and following up with the employee. The customer agreed and seemed satisfied.

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Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
10/13/2004	The customer stated that she received a relay call from her elderly mother. The CA gave her number too fast and did not let her know it was an HCO call.	10/13/2004	The Supervisor apologized to the customer and explained that the CAs' process HCO calls very infrequently. Explained it is very possible the CA misunderstood the procedure. Management reviewed the procedure with the CA and posted it in the office. Numerous test calls were placed to ensure understanding. The customer seemed satisfied.
11/1/2004	The customer felt the CA's were answering his 2 line VCO calls too slow. He believed the CA's were unfamiliar with the procedure.	11/1/2004	The Supervisor apologized to the customer. Management reviewed the 2-line VCO procedure with the CAs. Management emailed the customer to inform him of the resolution. No response was received.
11/6/2004	The customer received the same CA a number of times. He was unable to place a call because the CA continued to hang up on him.	11/6/2004	The Supervisor apologized to the customer and explained that the CA was experiencing equipment trouble. An apology card was also sent to the customer.
12/1/2004	The customer said the CA dialed Directory Assistance to retrieve a phone number, however the customer did not ask the CA to do that.	12/1/2004	The Supervisor apologized to the customer and reviewed the complaint with the CA. The Supervisor reminded the CA that she is required to stay in role and only place calls as directed by the customer.
12/7/2004	The customer alleged that the CA did not leave a message on her doctor's answering machine.	12/7/2004	The Supervisor apologized to the customer. The CA was notified about the complaint and procedure for leaving messages was reviewed with her.
12/8/2004	The customer stated that CA hung up after he asked her to dial a number three times.	12/8/2004	The Supervisor apologized to the customer. Management contacted the customer and apologized. Customer was satisfied. CA number not provided by the customer.
12/10/2004	The customer called to let MRC know he was receiving calls from someone calling him through relay. He wanted MRC to stop the calls.	12/10/2004	The Supervisor apologized and explained that MRC cannot stop anyone from placing calls, and explained that MRC does not keep call records. Management called the customer twice

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			and left messages as follow-up. Customer did not return calls.
2/1/2005	The TTY customer stated that she had to wait a long time before getting a CA to answer the line. Finally when a CA answered, the customer gave the CA the number to dial. After a few moments the CA typed, "invalid". The customer asked the CA what "invalid" meant. The CA responded, "I cannot give an explanation." The customer felt this was rude and not helpful.	2/1/2005	Management contacted the customer. The customer wanted to meet with management face-to-face to discuss the issue. The customer did not show up for the meeting or returns calls after the fact.
2/25/2005	The customer stated the CA did not ask her if she wanted to place another call.	2/25/2005	Management apologized and sent an apology card. The CA was informed of the complaint and reminded of the proper procedure.
3/6/2005	The customer was upset because the CA did not type, "Dialing hold". And after her call, the CA hung up without asking her if she wanted to place another call.	3/8/2005	Management spoke with the customer and explained that the new switch allows the CA to go directly to "ring 1.. 2.. 3..". Management apologized for the CA not asking if she wanted place another call. The CA was notified of the complaint and the proper procedure was reviewed.
3/9/2005	The customer stated the CA hung up on her.	3/9/2005	The Supervisor apologized to the customer and stated she would check with the CA to see if there was equipment trouble.
3/12/2005	The CA reached an answering machine and depressed the alt key for the customer to "leave a 30 second message". The customer wanted to leave a very lengthy message, and the CA suggested that the customer shorten their message to allow it to fit on the answering machine. The customer wanted the exact message left and she wanted the CA to continue to call back. The CA did not follow the customer's request.. The customer disconnected and dialed into another CA who handled her request correctly.	3/12/2005	The Supervisor apologized to the customer and stated she would speak with the CA. Supervisor explained to the CA that she is to be guided by the customer's request, as the customer's message can be any length. CA apologized and stated she was trying to assist the customer in forming a message that could be left in one call to the answering machine. Supervisor reiterated the proper procedure and explained to the CA that her behavior was considered to be stepping out of role. The CA understood the proper process.

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3/18/2004	The customer alleged the CA refused to redial a number that was not working.	3/18/2005	The Supervisor apologized to the customer. The CA was informed of the complaint. The CA explained that she did attempt to call the number several times. The call did not complete.
3/19/2005	The customer stated the CA hung up on him.	3/19/2005	The Supervisor apologized to the customer. The customer did not capture the CA number. The Supervisor asked the customer to try and record the CA number if this happens in the future so we are better able to resolve the issue.
3/25/2005	The customer stated the CA did not respond to his VCO call promptly.	3/25/2005	The Supervisor apologized to the customer. Management reviewed the VCO procedure with the CA.
4/15/2005	The customer said the CA hung up on her twice when she tried to place a call.	4/15/2005	The Supervisor apologized to the customer. The CA was notified about the complaint and the position was checked for trouble.
5/19/2005	The customer felt the CA was rude and disrespectful when she asked the CA to type out the whole answering machine message.	5/19/2005	The Supervisor apologized to the customer. The CA was informed of the complaint and reminded to type out all recordings in their entirety at the customer's request.
5/25/2005	The customer was upset the CA typed, "voicemail" after the answering machine picked up. The CA did not type out the whole message.	5/25/2005	The Supervisor apologized to the customer. The CA was informed of the complaint and reminded to type out all recordings in their entirety at the customer's request.
5/28/2005	The customer asked the CA to repeat what the voice customer said because it was garbled. The CA refused to do this. The customer felt this was rude.	5/25/2005	When the Supervisor took the complaint, the customer's TTY messages were extremely garbled. The Supervisor apologized to the customer and explained the CA must remain in role. Supervisor notified the CA of the complaint and enforced importance of remaining in role.

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5/30/2005	The customer stated that the CA interrupted his conversation and asked him to hang up and call back to the 24 hour office, because her office was closing for the evening. The customer felt this was rude.	5/30/2005	The Supervisor apologized to the customer and explained that one of the offices does close at 11:30pm. Many times the CA will stay until the call is finished, however he/she is not always able to do so. Apologized again for his inconvenience and reviewed the proper procedure for office closure with the team to minimize the impact on customer service.

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No.	Date of Complaint	Nature of Complaint	Date of Resolution	Resolution
1)	6/4/04	The customer said he has gotten this particular CA 4 times and asked her to place a call to a radio station and each time she tells him the line is busy. He said when he asks the radio station about it they tell him that's not possible since they have numerous lines. He wanted us to know that if this happens again he will "go over your head" and report it to someone in the SBC office in St. Louis.	6/4/04	The supervisor apologized to him and told him that it would be reported to management then he hung up. The CA named in the complaint was not at work on this date. The customer did not accept that the number reached WAS busy.
2)	6/8/04	The customer wanted to advise the supervisor that we need to redefine our policies with all CA's and check with Gallaudet University about the use of SKSK. He said our CA's do not know the standards for hanging up, he claims the CA's do not type SKSK when they should. He advised the CA on Saturday insisted she was following policy when in his opinion she was not. He also claims he spoke to Williams (another supervisor) on Saturday, and he knows Williams does not like him but he said Williams still needs to be professional. He claimed again we don't type SKSK when we should.	6/8/04	The CA's on a number of occasions have called this supervisor over and said the customer said they did not type SKSK. The supervisor could see the screen and it always has SKSK typed. The supervisor asked the CA's about this problem and they said they just type to the customer that the person he was conversing with has hung up while he was talking. The CA's said if they do anything else the customer gets mad and yells at them.
3)	6/26/04	The customer said the way we handle HCO calls is a waste of her time. She said that when the person answers the phone that the relay immediately goes into the announcement, and asks if they have had a relay call. If they have not had a call, then the relay explains it to them while she is hearing everything. Once we are done explaining the relay the person does not know to say ga, so she is waiting for them to say ga. She is saying that while we are explaining relay she could be typing a message for them. So, she is upset about the way we handle the HCO calls. During our explanation we say go ahead 3 or 4 times. She is not sure when we are telling her ga, so that she can starting typing. She wants to know what can be done about this.	6/26/04	The supervisor explained a few possibilities that we could look into and see if they would be feasible. The customer seemed okay at that point, but then hung up when she was put on hold so the supervisor could confer with another supervisor about this issue. She had already been put on hold while the CA explained to the supervisor what was going on, and said she did not want to hold any longer.

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4)	8/17/04	The customer said she wanted to talk to a supervisor. She said earlier today she called and left a message for her mother through the relay. She just found out her mother did not get the message. She said it happened about 2:00PM today. She thought she had printed the CA number but she couldn't find it.	8/17/04 8/18/2004	The supervisor asked her if the CA came back on the line to tell her the message was left and she said yes. The supervisor apologized that this had happened to her and said that even though she didn't have the CA number it would be reported to a manager. The customer said that the next time she would keep the number, and said this was the first time this had ever happened to her. I thanked her for calling to let us know. Manager received report, but without CA number, unable to do any further follow up on this call.
5)	8/21/04	The customer said she had a complaint that some of the CA's when they read what she typed made her sound mad, and acted like they wanted to end the call. She said she knows that sometimes the CA's have had a bad day, but she wanted to know if KRC could talk to the CA's about this. She said she didn't have any of the CA's numbers.	8/21/04 9/2/04	Supervisor apologized that this was happening and told her it would be a good idea to get the CA's number if she could. She thanked the supervisor, and it was reported to a manager. Office memo was distributed to all CA's regarding customer service issues.
6)	8/30/04	The customer called back in to relay to complain about a CA. The customer is VCO and said every time he reaches this CA, she hangs up on him. He said it just happened again 5 minutes ago.	8/30/04 8/31/04	Supervisor apologized for the problem, and told him a manager would talk with the CA. Manager spoke with the CA, and she reported that she had accidentally hit the wrong key(s) on one of the customer's calls, and it had disconnected him. She said one other call on this date, she had gotten no response for a long period of time, so she had disconnected. She said she is familiar with this customer, and HAD done many of his calls. The customer number was also entered into the data base profile to show as a VCO call, so hopefully this will also alleviate some of the problem he was experiencing.

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7)	9/5/04	The customer said she was "having a problem with a CA. She refused to dial when I gave the phone number to call and she disconnected me."	9/5/04 9/6/04	<p>The supervisor apologized for what had happened and thanked her for calling in. The supervisor said she would talk to the CA about this. The supervisor asked the CA about the call, and she said the customer had called in and given her the number. Then the "inbound caller has disconnected" screen came up, so the CA disconnected too.</p> <p>Manager spoke to the CA, and she said the red box indicating the caller had disconnected had appeared on her screen before she could dial the call for the customer. Not sure what happened on the customer end, but when this box appears, the only choice the CA has is to disconnect the call.</p>
8)	10/1/04	The customer wanted to explain they had a hard time getting into the relay. She said she went to a deaf club and they happened to talk about the relay service problem. They complained that when they call the relay it just rings and rings many times. Had an emergency last Friday and tried to call her daughter but could not get thru to KRC. Says it rang 50 times then she got answering machine. She is diabetic and had eye surgery.	10/1/04	The supervisor had David come and talk to her since this was a major concern.
9)	10/3/04	The customer said she had just had a relay call and had trouble understanding the male CA because he was talking so low. She said that she had asked him to speak up but he never did.	10/3/04	The supervisor asked if she had gotten the CA number but she said she didn't think he gave it. The supervisor apologized and thanked her for calling in to let us know.
10)	10/06/04	Customer asked to speak to supervisor. Was calling for KU Medical Center. The number given to call would always ring busy, and the customer insisted this was a problem with the relay center. Supervisor advised she would report the problem to the center's technical team.	10/6/04	<p>Supervisor tried the same called to number from an administrative phone, and it completed normally. Report of all this information given to the technical team.</p> <p>Technicians checked with the 800# customer (the called to party). Their system was rejecting all calls sent through the network with the TRS code. The Linsys company said they would make the necessary adjustments to their system so this would not happen in the future (seems it was not just rejecting KS relay</p>

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				calls, but all TRS calls arriving to their network with the TRS code.)
11)	10/19/04	The customer called in and wanted the supervisor. The customer said that the CA had hung up on her even though she wanted to make a call.	10/19/04 10/25/04	Supervisor apologized and said she would talk with the CA. The customer was fine. The CA in question had already gone home for the day so was not able to talk with him. Manager spoke with the CA. He could not remember any call where he had hung up before seeing the inbound caller box indicating the caller had already hung up (which is the procedure for KRC). He was coached to make sure to follow the policy of asking tly customers if they want to make subsequent calls/
12)	11/3/04	The customer said she uses the relay all the time and has never had any problems. But today she called the relay from work instead of her home so the from number and the to number were 816 area code. The CA was a male and extremely rude. He told her to dial 711 something she had never done before. She asked the CA for his CA number but he refused to give it. She tried to ask for more information about 711 and all he said was dial 711 and then hung up on her. She was very upset since she uses the relay all the time and has never had any trouble.	11/3/04 11/3/04	The supervisor thanked her for calling in and assured her the problem would be dealt with and if she had any further trouble to please let us know Manager had technician find call record to identify the CA. Manager talked with the CA, and counseled on more appropriate ways to advise customers about calling via 711 when out of state to out of state situation arises. Also counseled to always provide CA number when customer request.
13)	11/4/04	The customer said he was just talking to his wife through the relay and the call for cut off. He wanted to know what happened.	11/4/04	The supervisor asked the CA what had happened and she said the lady's cell phone went to loud static, and the cut out. The supervisor told the customer what had happened, and he thanked me for letting him know. He said he wished the CA would have told him and not hung up. The supervisor apologized and said we would counsel the CA on explaining such problems in the future.
14)	11/4/04	The CA called the supervisor over to look at her screen. The customer's party had hung up and the CA had not heard the entire response, so she asked him to "please repeat." The customer	N/A	N/A

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		asked, "what do you mean by that?" The CA informed him she had not heard everything he had said. The customer went on to say that the CA's should listen better and started to cuss repeatedly. The supervisor hung up on him as approved in the center's harassment policy.		
15)	11/12/04	The customer said when he places calls through the relay he always gets an answering machine and he is sure this is something wrong with our equipment because he just got his TDD back from being repaired. We have 72 hours to get it fixed or he will talk with the CEO of SBC in Chicago.	11/12/04	The supervisor advised the customer we would let the managers know of this. He then commented that now one would do anything to fix it, then he hung up. We had no other reports of any problems with our equipment.
16)	11/12/04	The customer asked to speak to a supervisor. The supervisor is not sure what his complaint was about. He yelled for 10 minutes or so. He referred to last Saturday night. We are all on notice. He is going to contact St. Louis, KRSI board, KCC and the CEO in Chicago. He also wants to know the status of his phone call.	11/12/04	The CA stated the customer called in wanted a number from DA. The CA got the number, gave it to the customer and the customer said OK. GA. The CA dialed the number and the customer said he didn't tell him to dial. He got mad and hung up.
17)	11-24-04	The customer said that a CA had hung up on her on two of her calls. She provided the CA number.	11/24/04 11/24/04	The supervisor apologized to the customer and advised her we would check with the CA. The CA did not remember anything specific other than he had had a couple of calls. About 45 minutes later the CA rang the supervisor and said he had a few hang up calls. He logged off and moved to another position. The technical team checked the position's equipment. Manager called customer back to inform her the problem was in our equipment, and was now fixed.
18)	12-9-04	The customer said that twice today the same CA left him without GA's and without sentence completed. He said he waited for a minute and the CA never finished the last sentence. He asked if someone would talk to the CA about this.	12/9/04	The supervisor talked with the CA and the CA said the voice person had said she had to get off the phone. She hung up, so the CA typed what happened, then typed sksk and asked the customer if he wanted another call. Not sure if the customer's CPE not receiving what was sent.

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19)	12/16/04	The customer said he had just called into the relay 3 times this evening and each time the same CA would not type to him. He said he waited but the CA would not type. Then he repeated that it was the same CA and gave the CA number.	12/16/04 12/16/04	The supervisor apologized for the trouble and thanks him for letting us know. He then wanted to make another call. The supervisor checked and the CA in question was not here this evening so not sure what CA he was talking about, but again same customer with possible CPE equipment problems receiving relay center's messages.
20)	12/18/04	The customer called in to voice his concerns about his 13 year old son getting a call from a tty user who was cussing at him and threatening him. He said the CA could have chosen words other than what the person typed since she knew she was talking to a 13 year old kid. Later the same day the customer's wife called in to add to her husband's concern. She wanted to know if there was a way that they could get the phone records of the call.	12/18/04 12/20/04	The supervisor apologized profusely about this but also explained to him that it was a mandate that we type verbatim and read verbatim. The supervisor gave him the phone number to contact a manager here to see if there was anything else that could be done. He thanked me and said he would call her on Monday. The supervisor told her that a complaint would be turned into a manager and that a phone number had been given to her husband to call in on Monday. The supervisor again stated that the relay management would receive the complaint, and she or her husband should contact them on Monday to see if any further action could be taken. She said thanks, and hung up. Management received the complaint, but did not get any calls from either the husband or wife. Did receive a handwritten account of the situation from the CA involved. The son was advised that he could hang up at any time.
21)	12/28/04	The customer said he was making a call a few minutes ago with a CA. He said that he saw that it had rung 5 times and then he saw "cayer". He said he told the CA that he didn't know what that meant and asked if there was an answering machine. The CA told him that it wasn't an ans. Mach, but that there was no answer. He said he tried to figure out what "cayer" meant, but the CA asked him if he wanted another call. He said he started	12/28/04 12/18/04	The supervisor apologized for the trouble, and said the staff would talk with the CA about the call. The CA in question informed the supervisor that this customer may be calling in. She said she had made the call but there was no answer (she did not know where or how he was getting/seeing "cayer". She said the customer thought that it was an answering machine, but she again told him there was no answer.

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		cussing, and the CA hung up on him.		The CA stated that when he started cussing and yelling, she disconnected the call (in accordance with the relay center's harassment policy.
22)	1/10/05	Customer asked to speak to a supervisor. Customer told supervisor he felt the CA had given him incorrect information when he asked for a DA listing. CA had reported the number as "unlisted" when he knew that the DA operator always said "does not show a listing." He said he knew people within the SBC company who had told him that the words used by the DA operator were not "unlisted" but "does not show a listing." He also felt the CA had hung up on him when he was only talking to her "emphatically."	1/10/05	Supervisor spoke to the CA. She had used the term "unlisted" since relay training programs suggest that as a word that is more easily understood by the public and did not change the meaning of what the DA operator reports. She also said she did disconnect the caller as permitted in the KRC harassment policy because he began cursing at her and calling her names.
23)	1/21/05	Customer called in on the KRC Customer Service Line. Said he felt the CA had given wrong information when reporting the time of his Dr. appointment. He had shown up at the wrong time, and he believed the CA had typed the wrong time to him during his call to the dr.'s office. He wanted the KRC to call the Dr's office to explain that it was the relay's mistake.	1/21/05	Supervisor spoke to CA, and confirmed that she had typed verbatim what the office had said during the call to make the appointment. Supervisor informed customer that we could not call the dr.'s office to explain anything, and he would have to call them personally.
24)	1/31/05	Customer wanted to discuss with outreach manager about the meaning of "f" in the macro which announces s/he has reached an ans mach or voice mail.	1/31/05	Supervisor informed the outreach manager of the message.
25)	2/1/05	Customer complained one specific CA is purposely mishandling his calls.	2/1/05	Manager spoke with CA named in complaint, and she handles all her customers' calls exactly the same. She said she is not sure why he is not getting some of the information that she types to him (possible CPE problems?)
25)	2/3/05	Customer reported sometimes trouble getting in to relay center, and sometimes not able to connect at all.	2/3/05	Supervisor reported the incident; managers checked with technicians, and no other reported problems for that time/day.

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26)	2/5/05	Customer not satisfied with the shortened macro for dialing (changed over one year ago).	2/5/05	Supervisor explained it was now office wide policy implemented some time ago.
27)	2/7/05	Customer complained because had made some calls to a number and got an answering machine. Said he thought FCC guidelines were that if a call was less than 30 sec, it was not charged.	2/7/05	Supervisor explained that if he had a charge on his bill that he wanted to discuss with his provider, he would have to call them for getting it credited (the same for ALL customers, not just relay customers).
28)	2/7/05	VCO customer felt CA had interrupted him while it was his turn to speak.	2/7/05	Supervisor spoke to CA, who reported that it sounded like the customer had said "GA", so CA started to type what called party was saying.
29)	2/10/05	Customer reported that he would no longer allow a specific CA to handle his calls, and when he saw the CA number, would hang up and dial the center again.	2/10/05	Supervisor assured the customer this was his choice if that is how he wanted to do.
30)	2/10/05	Customer called to ask if there were any TDD's in Topeka.	2/10/05	Supervisor advised the customer call the airport to inquire.
31)	2/21/05	Customer reported the night duty CA's were purposely hanging up on him (and gave a designated time).	2/22- 25/05	Manager interviewed all CA's on duty at that particular time. They were all handling this customer's calls, and did not hang up on him. Not sure if his CPE malfunctioned or ??
32)	3/3/05	Customer said works in an ER that is very busy, and had received this call and the CA was very rude, and entering the conversation when she didn't think they were able to do that.	3/3/05 3/3/05	Supervisor told her the CA's are not supposed to do that, and would report this to the management. Manager met with CA. She said the tty customer was trying to locate his mother, possibly in the ER or possibly a patient. The customer was on hold a long time, had hung up from that person, and had the CA redial. This was the second person who knew nothing about the first call/request, and the CA was trying to help the customer in this difficult situation. Manager did coach on methods to help or to call interpreter, and how to remain in CA role.
33)	3/3/05	CA called the supervisor to her position. She had called a number for the customer, and got a	3/3/05	The customer called in and spoke to a supervisor. He said the CA he wanted to talk to a representative,

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		recording. The customer wanted to hold for a live person, but the recording did not have that option. She let the customer know it had hung up, but the customer asked "Is this customer service?" Again she said the recording hung up. He started cussing at her so she hung up.	3/3/05	and that she did not do that for him. He saw something about "disconnect", and asked the CA what she said. He said he didn't cuss at the CA or yell at her, and she just hung up on him. Manager spoke to the CA, and she had tried to explain the recorded message to the customer. He misunderstood, and became very irate (cussing), etc., so she did disconnect the call per the KRC's harassment policy.
34)	3/4/05	Customer called in to say that he placed a call with the CA, and after he gave the number, he was left with a blank screen for almost 15 seconds or more. Customer felt this was inappropriate. He said this also happened when he placed his second call. All he saw on his screen was number disconnected.	3/4/05	The CA called the supervisor to the position to see what was on the screen. He verified what was typed on the CA's screen, and everything had been typed to the customer. Not sure why the customer's CPE was not receiving what was typed and sent.
35)	3/15/05	Customer called in to the Customer Service number. She said that when dialing 711 from her home phone, she keeps getting routed to the Missouri relay. And because she is in KS, they cannot help her. When she dials the KRC 800 number, it works fine.	3/15/05 3/22/05 3/22/05	Supervisor apologized, and said that I would report this to our manager in charge of technical issues. Also changed her profile (per her request), so she would always come in as voice because she had also been having problems with coming in as tty. Technician checked the KRC switch, and found no problem. Advised the customer contact her provider to make sure their system was set for 711. Manager contacted the customer, and suggested she contact her provider's repair center and advise them about her problem. They could check to make sure their system was set to 711 for her.
36)	3/16/05	Customer said CA hung up, as he had asked the CA to hold a few minutes. When he came back on the line, the CA had disconnected.	3/16/05 3/16/05	Supervisor advised him that KRC's policy was to hold for only 2 minutes after the initial answer. If by that time there was no response, KRC CA's were instructed to disconnect. However, would check with the CA to see what had happened. Supervisor discussed this call with the CA, and she reported that she had gotten the "inbound caller has

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				hung up" box before the customer had typed a number to call, so she did disconnect the call.
37)	3/16/05	Customer asked to speak to a supervisor. The customer said that he had called in and he thought he gave the CA a correct number to dial. The person that answered the call was not the right person at that number on his speed dial. He said he feels that the CA dialed the wrong number, and KRC was trying to cover up her error.	3/16/05	Supervisor thanked him for calling. After checking with the CA, she had dialed the number provided by the customer.
38)	3/18/05	The customer asked to speak to a supervisor, and was very angry. She said she just had 2 relay calls, and the 2 CA's were very rude. When she had asked to speak to a supervisor, and they refused. She felt calls were being answered in another country, because the CA's sounded very foreign. They had given her their CA numbers very quickly, but she said they were some 4 digit numbers (0192?).	3/18/05 3/18/05 3/18/05	Supervisor told her it was probably not the Kansas Relay because CA's have only 3 digit numbers. Technician checked call records, and found that customer made calls through KRC at a different time that day. Manager checked with CA who did handle later calls for the customer, and she said the customer shared that she had used another relay service previously that day. She commented that those CA's were very rude.
39)	3/19/05	VCO customer asked to speak to a supervisor. He said that the person he had just called had trouble understanding him. He had to repeat his name. He said people have had trouble understanding him lately, and he wondered if it was a problem with his vco phone or because it was going through relay. He said the CA's always understand him fine. He also said it may be that people are reluctant to talk on relay calls.	3/19/05 3/21, 22, 24/05	Supervisor told him he was not having any trouble understanding him, so not sure what caused the problem. The problem was reported to the managers. He said that he would like a manager to call him back if possible. Manager made several attempts to call, but no answering machine, so never able to contact customer. No further reports of trouble.
40)	3/19/05	Customer asked for a supervisor. He said the CA did not let him know that she was hanging up at the end of the call. He said after he said "no more call", he did not get the proper closing. (call at 335P) Later, same day (20:35P), called on same issue.	3/19/05	The supervisor spoke with the CA, and she said when he told her "no more calls", she did type "sksk" to him. Not sure why the customer's CPE did not receive the closing.

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41)	3/20/05	The customer wanted to talk to a supervisor. The customer had placed 3 or 4 subsequent calls earlier, and said since they were wrong numbers, he should not be charged for each call. He asked KRC to give him credit for those calls.	3/20/05	Supervisor explained to the customer that he would have to contact the COC in order to get credit for wrong numbers called.
42)	3/21/05	Customer spoke to a supervisor and advised that the CA did not respond within 8 seconds as he had been told were our guidelines. He said he was getting ready to hang up when he saw ringing.	3/21/05	Supervisor apologized for any inconvenience. After talking with the CA, found that the "dialing" macro but the equipment had not sent it.
43)	3/22/05	Customer called in asking for "411 non emergency police". CA used the regular emergency screen and called the police. Her typing was also very inaccurate, and the customer could not understand the message. The customer asked for another CA, so the CA rang for the supervisor. He said that this CA was making too many mistakes, and was asking again for another CA. When informed there was a regular emergency police department on the line, customer told CA to hang up. Then he informed the supervisor how the call had been mishandled.	3/22/05 3/22/05 3/24/05 3/24/05	Supervisor apologized for any inconvenience, and said would discuss correct procedure with the CA. Supervisor did discuss with CA that it was non emergency and 411, so should have just asked what city, and dialed to DA for that agency non emergency number. Manager spoke with CA, and coached how to follow correct procedure for non emergency. CA said she was sorry for not handling the call correctly. Manager called customer and apologized for any problems with the call.
44)	3/24/05	Customer called and said he is having trouble when he calls into the relay and connecting to ASCII. His profile is set up to come in as ASCII. He said he often has to redial. He said he has discussed this with the outreach manager before, and said he might e-mail again to report that he is still having trouble.	3/24/05 3/24/05 3/28/05	Supervisor told him it would also be reported to the technical manager. Technician reported after test calls that there was no technical problems to connect with KRC via ASCII. Management team sent an FYI to CA team to remind them of ASCII call answering procedures.
45)	3/31/05	Customer called in to say that CA's do not know how to make VCO calls to him. He felt that it was the CA's mistake when he answered a relay call, and the caller then said "pls hd."	3/31/05	Supervisor apologized to him for any problems. When speaking with the CA about the call, she said that the caller had called to the customer, then asked "pls hd" when he answered, so she did not handle it incorrectly.

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46)	3/31/05	Customer's mother called to report that this number was her son's, and he had received a bill from Vartec, but was a Sage customer. He always asked for Sage to be his COC when calling through the relay. She had contacted both carriers, and they said the calls ha been handled through the KRC. She asked for a manager to call back to discuss the problem.	4/1/05 4/5/05	Manager called customer's mother, got voice mail and left a message. Customer returned call. Manager offered to rectify the bill, but needed a faxed copy of the bill. Mother of customer said reimbursement was not necessary, she just wanted to make sure the problem was fixed. Manager did share with her that our system contained the incorrect CIC code, so that was the reason for the incorrect billing. However, it was fixed as of 3/31/05. Mother said that was fine, that was all she wanted was to make sure the problem was corrected.
47)	4/1/05	Customer said the CA's need to be trained differently, they are not using GA correctly. He said he has talked to KRC Outreach Manager and SBC corporate offices in St. Louis and the KCC. He said that the CA's "may not type 'ga' to me after I read 'answering machines'". He said he is not given the opportunity to make another call after he has reached an answering machine.	4/1/05 4/4/05	The supervisor thanked him for calling to let us know and that it would be reported to a manager. The customer thanked the supervisor, and said goodbye, but didn't give a "GA". When the system signaled he had hung up, the call was disconnected. Manager reviewed the situation, and since it is a complaint on KRC procedures, no follow up needed.
48)	4/2/05	The customer said he had asked the CA to hang up, but when he told her that he said "ga to sk", the CA let the person continue. While the person he called was starting to talk again, he was typing "CA here disconnecting call". The CA did go ahead and type what the person said. The customer got upset that she typed it when he said to hang up.	4/2/05 4/4/05	The supervisor apologized to him and let him know it would be reported to the managers and he then hung up. Manager reviewed the complaint, and talked to the CA. She was just giving the customer the final words that were spoken before the hang up. No action required.
49)	4/27/05	First customer asked to speak to supervisor when CA had to ask him to repeat number, and became very angry. Was upset, threatened to call St. Louis office or Chicago because KRC was busy from 3 – 5 pm. Customer talked for over 5 – 6 minutes, with no opportunity for supervisor to reply, so needs of the business required that supervisor hang up the line. Second call to other supervisor, customer was upset that the previous call had been	4/27/05 4/28/05	First supervisor felt he did wait a sufficient time, and because of other critical needs at the time, had to disconnect the call. Second supervisor just listened to the customer's complaint, and reported it to management. Manager reviewed the write up, but did not see there was any issue that required follow up since the customer was commenting about KRC being busy. Manager did check records and technical equipment

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		disconnected. Threatened to call St. Louis office and "get things stirred up, and when he stirs things up, it is not very good."		for that day. No trouble reported, and, for short periods of time, call volumes were high.
50)	5/6/05	Customer called to speak to supervisor, and said that he did not like the way CA's handled calls to DA, since he gets garbled typing instead of numbers. He also thought that CA's were calling the number obtained without asking him.	5/6/05	Manager spoke to CA, and confirmed that would not call to the number obtained unless the customer asked to dial that number. Not sure what problem with the garbled numbers, possibly customer's CPE not receiving correctly since it was clear on CA screen and was transmitted.
51)	5/13/05	Customer called in and said that he was told that we were supposed to let the phone ring 8 times. The CA was only letting it ring 7 times. The customer said that he was calling a number with an answering machine.	5/13/05	The supervisor explained to the customer that since the number has an answering machine, we have no control over how many times the line will ring. That is determined by the called party when s/he sets up the machine.
52)	5/17/05	The customer said he has been having problems with 711 the last several months. He dials in 711 and gets a busy signal, so he calls back in using our 800 number, and is able to connect. He said he doesn't know if it's a problem with 711 or if it's just that we are too busy.	5/17/05 5/18/05	The supervisor apologized for the trouble and said it would be reported to the managers. Outreach manager contacted the customer and advised that he should call his local provider to make sure the translation is set up correctly in their network. Left the relay technician's contact information if any further trouble in the future, or the provider needed assistance.

DOCKET NO. 03-123

Attachment A

DOCUMENT OFF-LINE

This page has been substituted for one of the following:

- o This document is confidential (**NOT FOR PUBLIC INSPECTION**)
- o An oversize page or document (such as a map) which was too large to be scanned into the ECFS system.
- o Microfilm, microform, certain photographs or videotape.
- o Other materials which, for one reason or another, could not be scanned into the ECFS system.

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